

**QUESTIONS AND RESPONSES # 1**  
**PROJECT NO. F10R5200014**  
**WebFleetMaster (WFM) Support**  
**November 22, 2004**

Ladies/Gentlemen:

This List of Questions and Responses #1 is being issued to clarify certain information contained in the above named RFP. The statements and interpretations of contract requirements, which are stated in the following questions of potential offerors, are not binding on the State, unless the State expressly amends the RFP. Nothing in the State's responses to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the vendor asking the question as to what the contract does or does not require.

1. **QUESTION:** 1. Will you be able to provide information on the approved non-visual standards for the web accessibility with which the contractor shall comply? Where might the relevant documentation be obtained?

**ANSWER:** The link below is for Maryland Register and the regulation is 17.06.02 Information Technology Non-visual Access Standards:

[http://www.dsd.state.md.us/MDRegister/3121/main\\_register.htm](http://www.dsd.state.md.us/MDRegister/3121/main_register.htm)

2. **QUESTION:** Regarding the preparation of fully loaded hourly labor rates, are there categories of labor that would be made available? Attachment F seems to be for an hourly (fully loaded) labor rate applying to all categories of labor.

**ANSWER:** The State is seeking a single hourly labor rate that will apply to all required services. This rate must be a "fully-loaded" rate which encompasses all costs incurred by the contractor to provide all the services required by the RFP. Historically, the breakdown of labor has been 80% technical services, 15% project management and 5% editorial. This RFP incorporates some changes from the incumbent contract which may reduce the project management percentage.

3. **QUESTION:** What is the estimated dollar amount that DBM intends to award under the contract for the first year?

**ANSWER:** This will be an Indefinite Quantity Contract with a Firm Fixed Unit Price (hourly labor rate). The contractor will be paid only for the actual number of hours of services performed, as required and accepted by the State. There is no minimum or maximum number of hours of services guaranteed by the State under this contract. However, based on historical use it is estimated that the

**contract amount will be approximately \$40,000 per year and approximately \$120,000 for the 3 year Base Contract term.**

**4. QUESTION:** Is DBM requesting the offeror to submit a single rate for all effort performed under the contract for the base period of performance, or can the offeror propose a set of rates based on labor category and year of performance?

**ANSWER:** The State is seeking a single hourly labor rate that will apply to all required services. This rate must be a "fully-loaded" rate which encompasses all costs incurred by the contractor to provide all the services required by the RFP. The Price Proposal Form requires a single hourly rate which will apply for the 3 year base contract term and a single hourly rate which will apply for the 1 year Renewal Option period, if exercised by the State.

**5. QUESTION:** Does the State anticipate that an oral presentation will be required for this procurement? If so, who and how many representatives from the offeror may attend?

**ANSWER:** The need for oral presentations by offerors will be determined by the State as a part of the Evaluation Process after Proposals are received. There is no arbitrary limitation on the number of offeror's representatives that may attend. That would be coordinated by the Procurement Officer with the Offeror at the time of scheduling of an oral presentation.

**6. QUESTION:** In Section 1.16 of the RFP it is stated that oral presentations must be reduced to writing. Does a power point presentation meet this requirement?

**ANSWER:** No, a power point presentation does not meet this requirement. A power point presentation may be done at the oral presentation. However, if there is anything significant stated at the oral presentation that differs from the written proposal submitted by the offeror, then that difference must be confirmed in writing to the Procurement Officer for consideration by the Evaluation Committee.

**7. QUESTION:** What companies were involved in the development and deployment of the WebFleetMaster System?

**ANSWER:** There has been a succession of companies beginning with OAO, then Verizon and BAE who had subcontracted a portion of technical services to EBS.

**8. QUESTION:** Is this system currently being maintained by an outside vendor?

Who is currently providing these ongoing services? And how long have they been providing these services?

**ANSWER:** Yes, the system is currently maintained by a contractor. BAE is presently the sole provider of the services and has provided these services since June 2001.

9. **QUESTION:** Is this a fully funded, support contract requiring full-time on-site personnel, or is the Contractor called in only when needed? Or is this a combination of both? If on-site, will office space, phone, network access, etc. be provided as GFE?

**ANSWER:** This contract will not require full-time on-site personnel. The Contractor will be called on an "as-needed" basis. This will be an "Indefinite Quantity-Fixed Unit Price (Labor Hours) Contract. The State makes no guarantee as to minimum or maximum quantities to be utilized under the contract.

10. **QUESTION:** Paragraph 1.2 states: "It is DBM's intention to obtain products and services....". What types of products, other than software patches and upgrades, do you anticipate being purchased via this contract?

**ANSWER:** Historically, products have been limited to upgrades. However, the intent of this paragraph is to state the "non-exclusive use" provision, which allows the State to purchase the products and services defined under this contract elsewhere should it so desire.

11. **QUESTION:** For the most recently completed Fiscal Year (and prior if available), can you provide a report summarizing the total number of tasks issued, average billable hours per task along with an annual total, and work scopes on the types of tasks that were issued?

**ANSWER:** The present contract has averaged 15 task orders per year and approximately 400 hours per year. Tasks have varied from: basic maintenance activities, purging/archiving, troubleshooting data displays, mapping information in SHA and MSP for import into WFM, updating written system documentation (e.g. manuals, etc.), web interface development, and implementing contractor recommendations to improve effectiveness and efficiency of the system.

12. **QUESTION:** How long has this system been in place?

**ANSWER:** WFM became a web-based system in December 2000. Prior to that time, it was a free-standing system.

13. **QUESTION:** How many resources/hours does it require to maintain on a monthly basis?

**ANSWER:** Historically, the system has required approximately 400 hours per year or an average of approximately 33 hours per month.

14. **QUESTION:** You refer to JSP and ASP as being one application. Please clarify?

**ANSWER:** JSP was the original language used in WFM and currently accounts for approximately 80% of the system. ASP was introduced later and currently accounts for approximately 20% of the system.

15. **QUESTION:** Will the chosen vendor work on-site or remotely? In reference to requirements for work to be performed at other facilities within the State (Section 2.4.9 of RFP), can you identify these locations and describe any anticipated patterns for work location?

**ANSWER:** Work under the Contract will generally be performed at DBM's headquarters at 45 Calvert Street, Annapolis, MD 21401, or at the Contractor's place of business. However, the contractor may be required to work at other facilities within the State of Maryland. Historically this work has been at the SHA facility in Baltimore City and at the State Police facility in Jessup. Work performed at these or other facilities would be on an as-needed basis.

16. **QUESTION:** In Section 2.2 – Background, regarding State Highway Administration (SHA). Since SHA maintains its own in-house facilities as well as its own accounting system, data is translated via a mapping program by SHA and imported into the WFM via e-mail on a monthly basis. A similar interface for the exchange of data with the Maryland State Police is planned. Data for PHH, CFS, and SHA is imported in-house at DBM. The FAU staff receives text files that are then uploaded and processed (by underlying Data Transformation Services (DTS) packages) through interfaces to the system. Is the approach complete as per ATTACHMENT I – WFM System External Interfaces? If not, what are the other current interfaces used for importing of flat files/data files etc. from the above/all related applications?

**ANSWER:** The approach is complete as described. MSP will be added to the monthly file imports and will be imported using the same procedure.

17. **QUESTION:** The state business hours are 8am-5pm Monday thru Friday excluding State Holidays (as stated in the RFP). In reference to the process and severity categories described in Section 2.4.3, is the contractor expected to be "on call" outside of

state business hours for "Catastrophic" or "Mission Critical" category problems? If so, please elaborate.

**ANSWER:** Yes, the Contractor shall be on-call outside of normal state business hours for Catastrophic or Mission Critical problems. To date, DBM has not had a catastrophic occurrence and few if any mission critical occurrences. However, the contractor must be aware that although such a call would be rare, as part of our contingency approach it is possible and the contractor shall be required to respond as specified in the RFP/Contract.

**18. QUESTION:** The RFP references the need for "reactive" support services and also references the need for "proactive" services (Section 2.3.5 regarding non-visual standards). Can you provide a general schedule projection for any proactive service needs?

**ANSWER:** By definition, pro-active services would be services suggested/recommended by the contractor to improve the overall effectiveness and efficiency of the system. The volume of this type of services would be influenced by the pro-active approach to service by the contractor.

**19. QUESTION:** The RFP identifies services that the contractor is expected to perform (Section 2.4.1) and the price proposal requests a single hourly rate. Are we correct in assuming that the State only wants one hourly rate and that the contractor can provide the most appropriate resource (among multiple individuals) suitable to the maintenance activity requested?

**ANSWER:** Yes, that is correct.

**20. QUESTION:** Would the State consider moving the system off-site to the contractor's location?

**ANSWER:** Moving the system from its present location is not an option and would not be considered.

**21. QUESTION:** When the contractor is required to work on-site at a State facility, is parking provided?

**ANSWER:** Parking arrangements are different at the various State facilities. The contractor's personnel working on-site will need to determine parking arrangements on a case-by-case basis.

22. **QUESTION:** What is current Hourly Labor Rate for the incumbent contractor?

**ANSWER:** The present contract is structured differently than what is required by this RFP. The fully loaded labor rate for Project Manager is &109.39 and for Senior Programmer is \$98.30.

23. **QUESTION:** Is there any advantage/disadvantage to being a certified Minority Business Enterprise (MBE) in regard to this Small Business Reserve (SBR) solicitation?

**ANSWER:** There is no advantage nor disadvantage in being an MBE. The MBE and SBR programs are completely separate and a vendor's MBE status is not relevant for this solicitation. MBE vendors are certified by the Department of Transportation. SBR vendors are certified by the Department of General Services. The requirements are different. A vendor can be both an MBE and a SBR, but must be separately certified by the respective Department. There is no MBE sub-contracting goal for this contract. In order to receive contract award under this solicitation, the offeror must be certified as a Small Business vendor by the Department of General Services.

24. **QUESTION:** The process described in Section 2.4.2 for ordering work, if applied to Mission Critical or Catastrophic situations, appears to be cumbersome and may actually impede the Contractor's response time as required in Section 2.4.3. Is this process intended only for routine/non-Mission Critical situations?

**ANSWER:** See Amendment #1 to the RFP.

25. **QUESTION:** In Section 3.4.2.4 Offerors are asked to provide an overview of experience providing services "similar" to those required by this RFP. What is meant by similar services?

**ANSWER:** Offerors should respond to all of the items asked for in Section 3-Proposal Format to the best of their professional ability and with the best information that they can provide. It will be the job of the Evaluation Committee to decide on the relevance and quality of the information provided, and to then rank the offerors accordingly.

26. **QUESTION:** In Section 3.4.2.5 Economic Benefits Factors, how can an offeror project the economic impact of this contract when there is no stated or guaranteed contract amount?

**ANSWER:** Since this will be an Indefinite Quantity Contract with no total contract amount specified, the offeror should state their answer to this section on the basis of a projected “per \$1000 of contract value”.

27. **QUESTION:** In Section 3.4.2.6 Financial Capability and Insurance, some of the items required appear to be overly restrictive as applied to a Small Business solicitation. Are they necessary?

**ANSWER:** See Amendment #1 to the RFP